

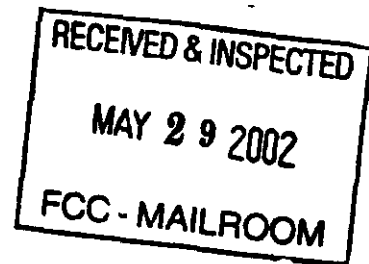
ATTACHMENT 34

Confirmed

JUN 06 2002

Distribution Center

May 16, 2002



To Whom It May Concern:

I am writing this letter to let you know of a "slamming" incident that happened to me.

On about April 20th, I received a phone call from a person asking about our SBC long distance calling plan. (Our long distance carrier is AT&T.) I understood they could lower our rate and include the charges on our regular bill, therefore only receive one bill instead of two. I asked the name of the other carrier, but got no answer. I assumed, then, that it was the same. Later, AT&T called and asked if we had given permission to be changed. I said I thought not as they had not given me a name of another carrier. AT&T said they would re-connect us with them at no cost and notify SBC.

I was shocked when I received my next SBC bill--it was \$81 instead of the usual \$18.66. SBC called me the next day asking if I was happy with them. I told them "no" due to the huge increase in my bill. My son was here at the time and he took the call then. After several more phone calls, he finally found out from SBC that the third carrier was Qwest Communications, and we should let the FCC know about this.

The issue was resolved and we are still with AT&T long distance.

Sincerely,

Caroline Michaelis

ATTACHMENT 35

1. My name is Beatrice Violette. I reside at 1053 South Street, Dover Foxcroft, Maine, 04426.
2. At the beginning of 2002, my local telephone company was Verizon. Attached to this declaration are copies of telephone bills that my late husband and I received from Verizon for the following statement dates in 2002: February 3, May 3, June 3 and July 3.
- 3 As reflected on my February 3, 2002, statement from Verizon, my husband and I then had the Verizon "Pine Tree State" plan. The plan applied to in-state calls. We paid \$5.40 per month for 60 minutes, plus \$.08 per minute for each minute thereafter. Thus, for our February bill, Verizon charges included \$5.40 for the plan, plus \$1.36 because we had 77 minutes of calls for the month covered by the statement (The first 60 minutes were covered by the plan's basic charge, while the extra 17 minutes cost us \$.08 per minute) Additional Verizon charges included both state and federal universal service fees. For our February 3, 2002, statement, those charges were \$.07 for Maine universal service and \$.04 for federal universal service.
4. I have come to learn that on February 20, 2002, I took a call from a telemarketer. From that conversation, I understood that Verizon was offering me the opportunity to sign up for a cheaper rate plan for long distance phone calls. I agreed to the plan. I have also come to learn that, on that same day, I had a second conversation with a different person, in which I confirmed that I wanted the cheaper rate plan
5. I noticed charges from a company named Business Options Inc on my May 3, 2002 statement. The bill showed my in-state calls were billed at a rate of \$.25 per minute, a monthly service fee of \$4.90, and a "Universal Service Fund" charge of \$3.75. In addition, the bill shows that, although I had "Pine Tree State" service for a brief period

in April, my long distance service was switched back to Qwest on April 23, 2002. I did not realize that my long-distance telephone service had been switched. I never intended to switch my long-distance service from Verizon to Business Options or to Qwest.

6 On May 14, 2002, I called Business Options at 1-888-889-2671 and spoke with a woman named Franchesca. From the conversation, I understood that my service would be canceled. I also called Verizon and resumed "Pine Tree State" service for my in-state long distance calls. I did not choose a long distance carrier for out-of-state long distance calls.

7 Again, in June, I noticed charges from Business Options Inc. on my June 3, 2002, statement. The statement showed that my in-state calls dated from May 1, 2002 until May 14, 2002, were billed at \$ 25 per minute, my monthly service fee was \$4.90, and there was a "Universal Service Fund" charge of \$3.75.

8. The July 3, 2002 statement included in-state charges from Verizon's "Pine Tree State" plan but no further charges from Business Options. In fact, the statement shows a \$70.67 credit for charges previously imposed by Business Options.

I declare under penalty of perjury under the laws of the United States of America that the forgoing is true and correct. Executed this 22 day of August, 2003.


Beatrice Violette



Account Number 207 564-2478 209 003

Bill Period Jan 4 - Feb 3, 2002

Verizon Page 1 of 4

2
3
7
8

R36

To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.



Robt Violette
120 South St
Dover-Foxcroft ME 04426-1226

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

| | amount | total |
|------------------------------------|----------|--------|
| Previous Balance | \$47.14 | |
| Payment Received 1/22 -- Thank You | 47.14 cr | |
| Balance as of 2/6 | | \$.00 |

Payment Information
and
TTY/TDD see page 4

New Charges

| | | |
|---------------------------------|--------|---------|
| Verizon Standard Local Services | page 2 | \$25.27 |
| Verizon Calls | page 2 | 1.47 |
| Verizon Optional Services | page 2 | 13.71 |

Total New Charges Due by March 6, 2002**\$40.45**

Other Bill Questions?
Call the number shown
on the detail page for
that company.

Total Amount Due**\$40.45**

pd #425
2-16-02



New Charges

Verizon Standard Local Services

| | | | | | |
|-------|---------------------------|--------|------------------------|--------|---------|
| 1 | Unlimited Premium Service | | | | \$17.00 |
| 2 | Touch-tone Service | | | | .00 |
| 3 | Surcharges and Taxes | | | | 8.27 |
| | FCC Line Charge | \$5.00 | 911 Enhanced Surcharge | \$1.50 | |
| | Local Number Portability | \$.23 | Federal USF Surcharge | \$.54 | |
| | School and Library Fund | \$.16 | Federal Tax | \$.70 | |
| | ME State Tax | \$1.14 | | | |
| Total | | | | | \$25.27 |

Verizon Calls

*Detail provided in the Itemized
Calls section of the bill.

| | | | | | |
|-------|------------------------------------------------------|--------|--------------|--------|--------|
| 4 | Verizon Pine Tree State SM Service Calls* | | | | \$1.36 |
| 5 | Surcharges and Taxes | | | | .11 |
| | Federal Tax | \$.04 | ME State Tax | \$.07 | |
| Total | | | | | \$1.47 |

Verizon Optional Services

| | | | | | |
|---|---------------------------------------|--|--|--|--------|
| 6 | Anonymous Call Rejection | | | | \$.00 |
| 7 | Pine Tree State SM Service | | | | \$.40 |
| 8 | Caller ID | | | | 7.50 |



New Charges

| | | |
|---|-------------------------------------------------|----------------|
| 1 | Verizon Optional Services | \$2.23 |
| 2 | Federal Universal Service High Cost Fund Credit | \$1.04 |
| 2 | Surcharges and Taxes | \$1.04 |
| | Federal Tax | \$1.39 |
| | ME State Tax | \$1.65 |
| | Total | \$13.71 |

Package Discount Information

Did you know?
You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.
To learn more about other available package discounts, call your local business office today! (See page 1 for toll free business office number)

ITEMIZED CALLS

| Verizon Pine Tree State Service Calls | | | | Your average price per minute with Verizon's Pine Tree State is 9¢. | | | |
|---------------------------------------|------|----------|---------------|---------------------------------------------------------------------|---------|--|--|
| no | date | time | place called | number called | minutes | | |
| 3 | 1/9 | 5:50 pm | Dexter ME | 207 924 7007 | 5 | | |
| 4 | 1/14 | 7:32 am | Wells ME | 207 646 0732 | 1 | | |
| 5 | 1/14 | 12:27 pm | Ellsworth ME | 207 667 7182 | 13 | | |
| 6 | 1/16 | 12:13 pm | China ME | 207 968 2101 | 2 | | |
| 7 | 1/21 | 7:04 am | Livermills ME | 207 897 6360 | 1 | | |
| 8 | 1/26 | 7:21 am | Gorham ME | 207 839 8433 | 5 | | |
| 9 | 1/29 | 6:54 pm | Emillnck ME | 207 746 3765 | 31 | | |
| 10 | 1/30 | 8:51 am | Waterville ME | 207 872 5741 | 16 | | |
| 11 | 1/31 | 6:04 pm | Waterville ME | 207 873 3559 | 3 | | |
| Total Minutes | | | | | 77 | | |

| Line Summary | | | | Pine Tree State charge | | | |
|--------------|--------------|--------------------|--------------------------|------------------------|--------|--|--|
| no | minutes used | basic plan minutes | add'l discounted minutes | rate | | | |
| 12 | 77 | 60 | 17 | \$0.080 | \$1.36 | | |
| Total | | | | | \$1.36 | | |

Verizon portion continues on reverse side of page



Account Number 207 564-2478 209 003 1
Bill Period Jan 4 - Feb 3, 2002
Verizon Page 4 of 4

**Important
Consumer
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 8:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
- Verify receipt of your payments

1-800-244-3737 Using a touch-tone phone

TTY/TDD

**Verizon Center for
Individuals with Disabilities**
1-800-974-6006 (V/TTY)





Account Number 207 564-2478 209 003 1
Bill Period Apr 4 - May 3, 2002
Verizon Page 1 of 6

R36

To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.



Robt Violette
120 South St
Dover-Foxcroft ME 04414

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

| | amount | total |
|-----------------------------------|----------|--------|
| Previous Balance | \$49.32 | |
| Payment Received 5/1 -- Thank You | 49.32 cr | |
| Balance as of 5/8 | | \$.00 |

Payment Information
and

TTY/TDD see page 4

Other Bill Questions?
Call the number shown
on the detail page for
that company

New Charges

| | | | |
|---------------------------------------|--------|---------|---------|
| Verizon Standard Local Services | page 2 | \$25.36 | |
| Verizon Calls | page 3 | .00 | |
| Verizon Optional Services | page 3 | 20.82 | |
| All Other Charges | page 3 | 35.48 | |
| Total New Charges Due by June 5, 2002 | | | \$81.66 |

Total Amount Due

46.98 < -34.68

\$81.66



Account Number 207 564-2478 209 003 1

Bill Period Apr 4 - May 3, 2002

Verizon Page 2 of 6

**Customer
News****Sign up for Verizon Online Billing Today**

Now is the time to register on verizon.com and sign up for Verizon Online Billing. It's quick, easy, and FREE. Plus you can sort your long-distance calls in the way that's easiest for you: by Date, Time, Phone Number, Location (city you called), Rate, Duration of Call, or Cost of Call. You can even group these calls by Home, Work, or another category you choose.* So log on to www.verizon.com and take care of your Verizon bill the simple way - online.

*Applies to customers whose long distance calls are included on their Verizon bill.

New Charges**Verizon Standard Local Services**

| | | |
|---|---------------------------|---------|
| 1 | Unlimited Premium Service | \$17.00 |
| 2 | Touch-tone Service | .00 |

| | | | |
|---|--------------------------|--------|--------|
| 3 | Surcharges and Taxes | | 8.36 |
| | FCC Line Charge | \$5.00 | |
| | Local Number Portability | \$.23 | |
| | School and Library Fund | \$.18 | |
| | ME State Tax | \$1.14 | |
| | 911 Enhanced Surcharge | | \$.50 |
| | Federal USF Surcharge | | \$.60 |
| | Federal Tax | | \$.71 |

| | | |
|-------|--|---------|
| Total | | \$25.36 |
|-------|--|---------|



USDG
04414

New Charges

continued

*Detail provided in the Itemized
Calls section of the bill.

Verizon Calls

1 Verizon Pine Tree StateSM Service Calls*

Total

\$.00

\$.00

Verizon Optional Services

2 Anonymous Call Rejection

\$.00

3 Pine Tree StateSM Service 4/13 to 4/23

1.98

4 Caller ID

7.50

5 Federal Universal Service

.23

High Cost Fund Credit

6 Long Distance Carrier 4/12

5.00

NO CARRIER

7 Regional Carrier 4/12

.00

Selection Charge

Verizon

8 Long Distance Carrier 4/23

5.00

Selection Charge

Qwest Communications

9 Regional Carrier 4/23

.00

Selection Charge

Qwest Communications

10 Surcharges and Taxes

1.57

Federal Tax

\$.59

ME State Tax

\$.98

Total

\$20.82

All Other Charges

11 USBI

see detail pages

\$34.68

12 VarTec Telecom, Inc.

see detail pages

.80

Total

\$35.48

Verizon portion continues on reverse side of page



Account Number 207 564-2478 209 003 1
Bill Period Apr 4 - May 3, 2002
Verizon Page 4

**Package
Discount
Information**

Did you know?

You could become eligible for additional savings on your Verizon bill by purchasing select Verizon service combinations.

To learn more about other available package discounts, call your local business office today!
(See page 1 for toll free business office number)

ITEMIZED CALLS

**Verizon
Pine Tree
StateSM
Service Calls**

Since you've chosen another company to handle these calls, this plan will no longer appear on your bill. With the Verizon Pine Tree State plan, you also receive a 25% discount on qualifying calling card calls.

| Detail | | | | | | |
|---------------|--------------|---------|--------------------|--------------------------|---------|------------------------|
| no. | date | time | place called | number called | minutes | |
| 1 | 4/21 | 6:20 pm | Dexter ME | 207 924 3027 | 1 | |
| 2 | 4/21 | 8:00 pm | York ME | 207 363 5115 | 3 | |
| Total Minutes | | | | | 4 | |
| Line Summary | | | | | | |
| no. | minutes used | | basic plan minutes | add'l discounted minutes | rate | Pine Tree State charge |
| 3 | 4 | | 22 | 0 | \$0.080 | \$0.00 |
| Total | | | | | | \$0.00 |

Pine Tree State
charge
\$0.00

**Important
Consumer
Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm
• Obtain account information
• Verify receipt of your payments
1-800-244-3737 Using a touch-tone phone

Verizon portion continues on next page

verizon

Account Number 107 564-2478 109 003
Bill Period Apr 4 - May 13, 2002
Verizon Page 6 of 6

For Your Information

Sign up for Verizon Online Billing Today

Now is the time to register on verizon.com and sign up for Verizon Online Billing. It's quick, easy, and FREE. Plus you can sort your long-distance calls in the way that's easiest for you: by Date, Time, Phone Number, Location (city you called), Rate, Duration of Call, or Cost of Call. You can even group these calls by Home, Work, or another category you choose.* So log on to www.verizon.com and take care of your Verizon bill the simple way - online.

*Applies to customers whose long distance calls are included on their Verizon bill.

Protect Your Telephones and Caller ID Units with a Service Plan from Verizon

What happens if your telephone or Caller ID units break down? Until now, you either had to buy new equipment or risk a costly repair bill.

Not anymore. We now offer the Telephone Protection Plan as an additional option to existing Inside Wire Maintenance customers!

The Telephone Protection Plan provides you with replacement/repair coverage for your telephones and Caller ID units no matter when or where your equipment was purchased or what brand it is. The Telephone Protection Plan is exclusively available to Inside Wire Maintenance subscribers and together provide total protection of your wiring, jacks, and telephone equipment. This total service plan offers unsurpassed coverage, convenience and peace of mind for a small monthly fee.

To order or for more information, please contact your local business office.

D

Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

12



Account Number 107 564-1478 109 003 1
Bill Period Apr 4 - May 3, 2002
VarTec Page 1 of 1

This portion of your bill is provided as a service to VarTec Telecom, Inc.

U5DG
04414

Helpful Numbers Billing inquiries call VarTec Telecom, Inc. 1-800-583-6767

Summary

VarTec Telecom, Inc.

| | | |
|-------|-----------------------------------|--------|
| 1 | Miscellaneous Charges and Credits | \$.78 |
| 2 | Federal Tax | .02 |
| Total | | \$.80 |

Itemized Calls

**Miscellaneous
Charges and
Credits**

| no. | date | description | amount |
|-------|------|--------------|--------|
| 3 | 3/31 | Univ Svc Fnd | \$.78 |
| Total | | | \$.78 |

Last page

USBI

April 17
Quest Long Distance
Local Tele

Account Number
Bill Period
USBI

207 564-2478 209 003 1
Apr 4 - May 3, 2002
Page 1 of 2

This portion of your bill is provided as a service to USBI.

USBG
04414

Helpful Numbers Billing inquiries call USBI
You may also visit

Slammy

1-888-477-8724
www.billview.com/usbi

Summary

USBI

tel
6-14-0

| | | |
|-------------------------------------|-----------------|---------|
| 1 Toll Calls | | \$23.75 |
| 2 Miscellaneous Charges and Credits | | 8.65 |
| 3 School and Library Fund | | .12 |
| 4 Federal Tax | | .97 |
| 5 State Tax | | 1.19 |
| Total | to be cancelled | \$34.68 |

Franchese
1130
1-888-889-2671

Itemized Calls

Toll Calls

Billed on behalf of BUSINESS OPTIONS INC
Directly Dialed

| no. | date | time | place called | number called | rate period | min:sec | amount |
|-----------------------------------|------|----------|---------------|---------------|-------------|---------|---------|
| 6 | 3/26 | 6:43 pm | Waterville ME | 207 873 3559 | eve | 4:00 | \$1.00 |
| 7 | 3/26 | 7:21 pm | Litchfield ME | 207 268 4296 | eve | 2:00 | .50 |
| 8 | 3/26 | 7:30 pm | Dexter ME | 207 924 5468 | eve | 3:00 | .75 |
| 9 | 3/31 | 8:08 am | Oldorchbch ME | 207 934 7601 | night | 4:00 | 1.00 |
| 10 | 4/2 | 8:04 pm | Oldorchbch ME | 207 934 9655 | eve | 1:00 | .25 |
| 11 | 4/2 | 8:04 pm | Oldorchbch ME | 207 934 7601 | eve | 2:00 | .50 |
| 12 | 4/2 | 8:07 pm | Litchfield ME | 207 268 4296 | eve | 1:00 | .25 |
| 13 | 4/2 | 8:08 pm | Waterville ME | 207 873 3559 | eve | 1:00 | .25 |
| 14 | 4/3 | 7:49 am | Ellsworth ME | 207 667 8895 | night | 2:00 | .50 |
| 15 | 4/4 | 7:55 pm | Litchfield ME | 207 268 4296 | eve | 1:00 | .25 |
| 16 | 4/9 | 7:21 pm | Bath ME | 207 443 4747 | eve | 2:00 | .50 |
| 17 | 4/9 | 7:33 pm | Oldorchbch ME | 207 934 9704 | eve | 34:00 | 8.50 |
| 18 | 4/24 | 2:44 pm | Waldoboro ME | 207 832 4743 | day | 6:00 | 1.50 |
| 19 | 4/26 | 7:38 am | Dexter ME | 207 924 3027 | night | 3:00 | .75 |
| 20 | 4/27 | 11:53 am | Sedgwick ME | 207 359 4400 | night | 1:00 | .25 |
| 21 | 4/28 | 5:14 pm | W Enfield ME | 207 732 4348 | night | 28:00 | 7.00 |
| Sub-total of BUSINESS OPTIONS INC | | | | | | | \$23.75 |
| Total | | | | | | | \$23.75 |

Miscellaneous
Charges and
Credits

Billed on behalf of BUSINESS OPTIONS INC

| no. | date | description | amount |
|-----------------------------------|------|--------------|--------|
| 22 | 4/3 | Mo Serv Fee | \$4.90 |
| 23 | 4/3 | Univ Svc Fnd | 3.75 |
| Sub-total of BUSINESS OPTIONS INC | | | \$8.65 |

USBI portion continues on reverse side of page

USBI

Account Number 207 564-2478 209 003 1
Bill Period Apr 4 - May 3, 2002
USBI Page 2

1
7 Miscellaneous Total
4 Charges and
3 Credits
1
2 continued

\$8.65

0000

0.00 *

34.68 -

81.66 +

0002

46.98 *

Pd 5-14-02
CA# 4305

R

verizon

ACC

1-800-452-4699

they will send letter
to bsb1
copy to Verizon
+ get back to me

Account Number
Bill Period
Verizon

207 564-2478 209 003 1
May 4 - Jun 3, 2002
Page 1 of 5

6-12



Robt Violette
120 South St
Dover-Foxcroft ME

04414

26

R36

To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

| | amount | total |
|--------------------------------------------------------------|----------|---------|
| Previous Balance | \$81.66 | |
| Payment Received 5/16 -- Thank You | 46.98 cr | |
| Overdue Balance as of 6/6 please pay now (disregard if paid) | | \$34.68 |

Payment Information
and

TTY/TDD see page 4

Other Bill Questions?
Call the number shown
on the detail page for
that company.

New Charges

| | | |
|---------------------------------|--------|---------|
| Verizon Standard Local Services | page 2 | \$25.30 |
| Verizon Calls | page 2 | 1.47 |
| Verizon Optional Services | page 3 | 11.94 |
| All Other Charges | page 3 | 21.33 |

Total New Charges Due by July 6, 2002 \$60.04

Total Amount Due

59.74
~~\$94.72~~



Customer News

Verizon offers a variety of packages to meet your needs. Local Package Premium will be changing its name to Local Package and SoundDeal will become Local and Toll Package. These packages will continue to offer you the same great services at the same price, the change is in name only. If you would like to find out more about our packages and bundles please call your local business office.

New Charges

Verizon Standard Local Services

- | | | |
|---|---------------------------|---------|
| 1 | Unlimited Premium Service | \$17.00 |
| 2 | Touch-tone Service | .00 |

- | | | |
|---|--------------------------|--------|
| 3 | Surcharges and Taxes | 8.30 |
| | FCC Line Charge | \$8.00 |
| | Local Number Portability | \$.23 |
| | School and Library Fund | \$1.15 |
| | ME State Tax | \$1.14 |
| | 911 Enhanced Surcharge | \$.50 |
| | Federal USF Surcharge | \$.60 |
| | Federal Tax | \$.68 |

| | |
|-------|---------|
| Total | \$25.30 |
|-------|---------|

Verizon Calls

- | | | |
|---|------------------------------------------------------|--------|
| 4 | Verizon Pine Tree State SM Service Calls* | \$1.36 |
|---|------------------------------------------------------|--------|

- | | | |
|---|----------------------|--------|
| 5 | Surcharges and Taxes | .11 |
| | Federal Tax | \$.04 |
| | ME State Tax | \$.07 |

| | |
|-------|--------|
| Total | \$1.47 |
|-------|--------|

*Detail provided in the Itemized Calls section of the bill



Account Number 207 564-2478 109 003 1
Bill Period May 4 - Jun 3, 2002
Verizon Page 3 of 5

USDG
04414

1 **New Charges**
2 *continued*

3 Your regular monthly
4 charge for:
5 Pine Tree StateSM Service \$5.40

Thank you for selecting Verizon
to provide your regional toll calling

Verizon Optional Services

| | | |
|---|------------------------------------------------------------------|----------------|
| 1 | Pine Tree State SM Service 5/15 to 6/3 | \$3.42 |
| 2 | Anonymous Call Rejection | .00 |
| 3 | Caller ID | 7.50 |
| 4 | Federal Universal Service SM High Cost Fund Credit | .23 |
| 5 | Long Distance Carrier 5/14 NO CARRIER | .00 |
| 6 | Regional Carrier 5/14 Selection Charge Verizon | .00 |
| 7 | Late Payment Charge 5/3 bill | .37 |
| 8 | Surcharges and Taxes | .88 |
| | Federal Tax \$.33 ME State Tax \$.55 | |
| | Total | \$11.94 |

All Other Charges

| | | | |
|----|----------------------|------------------|----------------|
| 9 | USBI | see detail pages | \$20.30 |
| 10 | VarTec Telecom, Inc. | see detail pages | 1.03 |
| | Total | | \$21.33 |

**Package
Discount
Information**

Did you know?

You could become eligible for additional savings
on your Verizon bill by purchasing select Verizon
service combinations.

To learn more about other available package
discounts, call your local business office today!
(See page 1 for toll free business office number)

x

Verizon portion continues on reverse side of page



Account Number 107 564-2479 209 003 1
Bill Period May 4 - Jun 3, 2002
Verizon Page 4 of 5

ITEMIZED CALLS

| Verizon Pine Tree State SM Service Calls With the Verizon Pine Tree State plan, you also receive a 25% discount on qualifying calling card calls | Detail | | time | place called | number called | minutes |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|--------------------|--------------------------|---------------|------------------------|
| | no | date | | | | |
| | 1 | 5-16 | 3:25 pm | Augusta, ME | 207 287 7097 | 2 |
| | 2 | 5-21 | 9:17 am | Brunswick, ME | 207 725 7389 | 3 |
| | 3 | 5-22 | 9:31 am | Dexter, ME | 207 924 3886 | 1 |
| | 4 | 5-23 | 9:14 am | Old Orchard Beach, ME | 207 934 7601 | 13 |
| | 5 | 5-28 | 9:39 am | Dexter, ME | 207 924 5243 | 36 |
| | Total Minutes | | | | | 55 |
| | Line Summary | | | | | |
| | no | minutes used | basic plan minutes | add'l discounted minutes | rate | Pine Tree State charge |
| | 6 | 55 | 38 | 17 | \$0.080 | \$1.36 |
| | Total | | | | | \$1.36 |

Important Consumer Information

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm

• Obtain account information

• Verify receipt of your payments

1-800-244-3737 Using a touch-tone phone



TTY/TDD

Verizon Center for
Individuals with Disabilities
1-800-974-6006 (V/TTY)



Verizon portion continues on next page



Account Number 207 564-2478 209 003
Bill Period May 4 - Jun 3, 2002
Verizon Page 5 of 5

USDG
04414

**For Your
Information**

Sign up for Verizon Online Billing Today

When you sign up for Verizon Online Billing, you can choose to get rid of the paper altogether. Verizon now gives you the option to suppress the paper bill that comes in the mail. Plus you can get 11 months of previous statements online. Online Billing is quick, easy, and available anytime where you have Internet access - at home or on the road. So sign up for Verizon Online Billing at www.verizon.com and ditch the paper. You'll need to have your most recent Verizon bill handy to register. Some features may not be available in all areas and to all customers.

"Get the 411" - And Get On with Life

The next time you're searching for the number of a person or business, save time and use Verizon 411 to get directory assistance for anywhere in the United States. Just provide the city, state, and name of the listing you're looking for and let Verizon do the rest. You don't even have to know the area code. So get the 411 and get on with life.

Verizon

Bell Atlantic-NE

NYNEX

New England Telephone

USBI

Account Number 207 564-2478 209 003 1

Bill Period May 4 - Jun 3, 2002

USBI Page 1 of 1

1 This portion of your bill is provided as a service to USBI.

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0
2
9
7

Helpful Numbers Billing inquiries call USBI
You may also visit

0506
04414

1-888-477-8724
www.billview.com/usbi

Summary**USBI**

| | |
|-------------------------------------|----------------|
| 1 Toll Calls | \$10.50 |
| 2 Miscellaneous Charges and Credits | 8.65 |
| 3 School and Library Fund | .05 |
| 4 Federal Tax | .57 |
| 5 State Tax | .53 |
| Total | \$20.30 |

Itemized Calls**Toll Calls**

Billed on behalf of BUSINESS OPTIONS INC

Directly Dialed

| no. | date | time | place called | number called | rate period | min:sec | amount |
|-----------------------------------|------|----------|----------------|---------------|-------------|---------|----------------|
| 6 | 5/1 | 12:09 pm | Dexter ME | 207 924 5468 | day | 2:00 | \$.50 |
| 7 | 5/1 | 4:47 pm | Scarborough ME | 207 883 6783 | day | 1:00 | .25 |
| 8 | 5/1 | 6:37 pm | Brunswick ME | 207 729 7225 | eve | 2:00 | .50 |
| 9 | 5/6 | 8:53 am | Augusta ME | 207 287 7097 | day | 5:00 | 1.25 |
| 10 | 5/10 | 4:50 pm | Augusta ME | 207 287 7097 | day | 1:00 | .25 |
| 11 | 5/11 | 8:11 am | Litchfield ME | 207 268 4296 | night | 1:00 | .25 |
| 12 | 5/13 | 8:25 pm | Oldorchbch ME | 207 934 9431 | eve | 27:00 | 6.75 |
| 13 | 5/14 | 10:28 am | Waterville ME | 207 872 5741 | day | 2:00 | .50 |
| 14 | 5/14 | 1:49 pm | Augusta ME | 207 287 7132 | day | 1:00 | .25 |
| Sub-total of BUSINESS OPTIONS INC | | | | | | | \$10.50 |
| Total | | | | | | | \$10.50 |

Miscellaneous Charges and Credits

Billed on behalf of BUSINESS OPTIONS INC

| no | date | description | amount |
|-----------------------------------|------|--------------|---------------|
| 15 | 5/2 | Mo Serv Fee | \$4.90 |
| 16 | 5/2 | Univ Svc Fnd | 3.75 |
| Sub-total of BUSINESS OPTIONS INC | | | \$8.65 |
| Total | | | \$8.65 |



Account Number 207 564-2478 209 003 1
Bill Period May 4 - Jun 3 2002
VarTec Page 1 of 1

This portion of your bill is provided as a service to VarTec Telecom, Inc.

Helpful Numbers Billing inquiries call VarTec Telecom, Inc.

1-800-581-6767

Summary

VarTec Telecom, Inc.

| | |
|---------------|--------|
| 1 Toll Calls | \$1.00 |
| 2 Federal Tax | .03 |
| Total | \$1.03 |

Itemized Calls

Toll Calls

Directly Dialed

| no | date | time | place called | number called | rate period | min:sec | amount |
|-------|------|---------|--------------|---------------|-------------|---------|--------|
| 3 | 5-11 | 8:18 am | Pascoag RI | 401 568 0943 | night | 10:00 | \$.50 |
| 4 | 5-11 | 8:38 am | Arlington MA | 781 643 0921 | night | 10:00 | .50 |
| Total | | | | | | | \$1.00 |

Last page

38.61 -
13.98 -
20.00 -

0009

453.11 ♦

0.00C*

20.30 +
34.68 +

0002

54.98 ♦

0002

54.98 *

54.98 -
94.72 +

0002

39.74 *

*Central
Time*

*pg 12-02
ck#
A*

verizon

Account Number 207-564-2478 209003 1
Bill Period Jun 4 - Jul 3, 2002
Verizon Page 1 of 5

R36

To enroll in the Verizon
Direct Payment Option please read
and sign the agreement on the
reverse side of the payment form
below.

Manage your account online at
www.verizon.com



Robt Violette
120 South St
Dover-Foxcroft ME 04414

Order or Bill Information
1-800-585-4466

ACCOUNT SUMMARY

| | amount | total |
|---------------------------------|-----------|------------|
| Previous Balance | \$94.72 | |
| Payments and Adjustments page 2 | 126.16 cr | |
| Credit Balance as of 7/9 | | \$31.44 cr |

Payment Information
and

TTY/TDD see page 4

Other Bill Questions?
Call the number shown
on the detail page for
that company.

New Charges

| | | |
|---------------------------------|--------|---------|
| Verizon Standard Local Services | page 2 | \$25.30 |
| Verizon Calls | page 3 | .00 |
| Verizon Optional Services | page 3 | 13.71 |
| All Other Charges | page 3 | 5.77 |

Total New Charges Due by August 6, 2002

Total Amount Due

\$44.78
Pd 7-15 \$44.78
K# 4373
\$13.34



Account Number 207 564-2478 209 803 1
Bill Period Jun 4 - Jul 3, 2002
Verizon Page 2 of 2

Customer News

Help Support Literacy in Your Community

You can touch lives with the change in your pocket. As a Verizon telephone customer, you can choose to support literacy programs in your area with a \$1 dollar donation to Verizon Reads, our national public charity. Verizon Reads will redistribute the contributions to local and state-wide literacy organizations in the areas where the funds are raised.

To sign up, check the box on the first page of your telephone bill. A \$1 donation will be added to your monthly charge. For more information visit verizonreads.net.

Payments and Adjustments

Payment Received 6/14 -- Thank You

\$39.74 cr

Optional Service Adjustment(s)

15.75 cr

USBI Adjustment(s)

70.67 cr

Total

\$126.16 cr

New Charges

Verizon Standard Local Services

\$17.00

1 Unlimited Premium Service

.00

2 Touch-tone Service

.00



USDG
04414

New Charges
continued

Verizon Standard Local Services *continued*

| | | | | |
|--------------------------|--------|------------------------|--------|---------|
| 1 Surcharges and Taxes | | | | \$8.30 |
| FCC Line Charge | \$5.00 | 911 Enhanced Surcharge | \$1.50 | |
| Local Number Portability | \$1.23 | Federal USF Surcharge | \$1.60 | |
| School and Library Fund | \$1.15 | Federal Tax | \$1.68 | |
| ME State Tax | \$1.14 | | | |
| Total | | | | \$25.30 |

Verizon Calls

*Detail provided in the Itemized
Calls section of the bill.

| | |
|---------------------------------------------------------|--------|
| 2. Verizon Pine Tree State SM Service Calls* | \$.00 |
| Total | \$.00 |

Verizon Optional Services

| | |
|------------------------------------------------------|---------|
| 3 Anonymous Call Rejection | \$.00 |
| 4 Pine Tree State SM Service | \$ 5.40 |
| 5 Caller ID | \$ 7.50 |
| 6 Federal Universal Service High Cost Fund Credit | \$.23 |

| | | | | |
|------------------------|--------|--------------|--------|---------|
| 7 Surcharges and Taxes | | | | 1.04 |
| Federal Tax | \$.39 | ME State Tax | \$.65 | |
| Total | | | | \$13.71 |

All Other Charges

| | | |
|------------------------|------------------|---------|
| 8 USBI | see detail pages | \$.00 |
| 9 VarTec Telecom, Inc. | see detail pages | \$ 5.77 |
| Total | | \$5.77 |

ITEMIZED CALLS

| Verizon Pine Tree State SM Service Calls | Detail | | time | place called | number called | minutes |
|----------------------------------------------------------------------------------------------|--------|------|----------|---------------|---------------|---------|
| | no | date | | | | |
| Your average price per minute with Verizon's Pine Tree State SM is 9¢ | 10 | 6/4 | 9:07 am | Corinth ME | 207 285 7166 | 1 |
| | 11 | 6/8 | 10:02 am | Oldorchbch ME | 207 934 7601 | 1 |
| | 12 | 6/12 | 4:03 pm | Dexter ME | 207 924 1000 | 1 |
| | 13 | 6/13 | 10:43 am | Waterville ME | 207 872 5741 | 2 |
| | 14 | 6/14 | 8:53 am | Rumford ME | 207 364 2204 | 1 |
| | 15 | 6/14 | 8:57 am | Dexter ME | 207 924 3027 | 1 |
| | 16 | 6/14 | 6:52 pm | Dexter ME | 207 924 3027 | 1 |
| | 17 | 6/14 | 6:54 pm | Gorham ME | 207 839 8433 | 13 |
| | 18 | 6/14 | 7:07 pm | Dexter ME | 207 924 3027 | 7 |
| | 19 | 6/17 | 9:25 am | Oldorchbch ME | 207 934 7601 | 14 |
| | 20 | 6/21 | 7:33 am | Dexter ME | 207 924 3027 | 1 |
| | 21 | 6/25 | 5:42 pm | Dexter ME | 207 924 3027 | 5 |

Verizon portion continues on reverse side of page

**Verizon
 Pine Tree
 StateSM
 Service Calls**
continued

| Detail | | | | | |
|----------------------|--------------|--------------------|--------------------------|---------------|------------------------|
| no. | date | time | place called | number called | minutes |
| 1 | 6/25 | 5:55 pm | Bingham ME | 207 672 5546 | 2 |
| 2 | 6/27 | 9:18 am | Dexter ME | 207 924 3444 | 1 |
| 3 | 6/28 | 8:25 am | Dexter ME | 207 924 3444 | 1 |
| 4 | 6/28 | 11:38 am | Dexter ME | 207 924 3444 | 2 |
| 5 | 6/30 | 6:02 pm | Dexter ME | 207 924 5468 | 4 |
| Total Minutes | | | | | 58 |
| Line Summary | | | | | |
| no. | minutes used | basic plan minutes | add'l discounted minutes | rate | Pine Tree State charge |
| 6 | 58 | 60 | 0 | \$0.080 | \$0.00 |
| Total | | | | | \$0.00 |

**Important
 Consumer
 Information**

For important consumer information see the Customer Guide in your Verizon white pages directory.

Residence Lifeline Service Program

Low income customers may be eligible for our Residence Lifeline Service Program which would reduce your local telephone service bills. Check with your service representative for details.

Installment Arrangement

You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-800-640-4422.

Verizon Customer Service

7:30 am to 7:00 pm Monday - Friday
 8:00 am to 5:00 pm Saturday

Automated Account Information Line

Sunday 7:30 am to Saturday 7:30 pm

- Obtain account information
 - Verify receipt of your payments
- 1-800-244-3737 Using a touch-tone phone

TTY/TDD

**Verizon Center for
 Individuals with Disabilities**
 1-800-974-6006 (V/TTY)



Verizon portion continues on next page

For Your Information

Look for changes in your bill this month

Effective July 1, 2002, the Federal Subscriber Line Charge (SLC) may increase on your main phone line and on any additional phone line. This charge helps pay for the costs of providing and maintaining the local network.

The Federal Universal Service Fund (FUSF) surcharge will decrease to \$.57. This charge, which is reviewed quarterly, helps to keep local telephone rates affordable for all customers and gives a discount to schools, libraries and low-income households. This charge will not be applied to Lifeline customers. To find out if you are eligible for Lifeline, go to <http://www.lifelinesupport.org> on the internet or contact us at the toll-free number on your bill.

USBI

Account Number
Bill Period
USBI

207 564-2478 209 003 1
Jun 4 - Jul 3, 2002
Page 1 of 1

This portion of your bill is provided as a service to USBI.

0506
04414

Helpful Numbers

Billing inquiries call USBI
You may also visit

1-888-477-8724
www.billview.com/usbi

Adjustments

*Adjustment total not included
in charges summary*

Miscellaneous Adjustment 6/27

Total

\$70.67 cr

\$70.67 cr

Summary

USBI

Total

\$.00



Account Number 207 564-2478, 209 003 1
Bill Period Jun 4 - Jul 3, 2002
VarTec Page 1 of 1

This portion of your bill is provided as a service to VarTec Telecom, Inc.

Helpful Numbers Billing inquiries call VarTec Telecom, Inc.

1-800-583-6767

Summary

VarTec Telecom, Inc.

| | |
|-------------------------------------|---------------|
| 1 Toll Calls | \$4.75 |
| 2 Miscellaneous Charges and Credits | .82 |
| 3 Federal Tax | .17 |
| 4 State Tax | .03 |
| Total | \$5.77 |

Itemized Calls

Toll Calls

Directly Dialed

| no. | date | time | place called | number called | rate period | min:sec | amount |
|--------------|------|----------|--------------|---------------|-------------|---------|---------------|
| 5 | 6/12 | 9:39 am | Falmouth ME | 207 781 3240 | day | 10:00 | \$.50 |
| 6 | 6/12 | 9:40 am | Malden MA | 781 324 0213 | day | 10:00 | .50 |
| 7 | 6/13 | 11:08 am | Malden MA | 781 324 0213 | day | 65:00 | 3.25 |
| 8 | 6/16 | 6:53 pm | Goodman WI | 715 336 2482 | eve | 10:00 | .50 |
| Total | | | | | | | \$4.75 |

**Miscellaneous
Charges and
Credits**

| no. | date | description | amount |
|--------------|------|--------------|---------------|
| 9 | 5/31 | Univ Svc Fnd | \$.82 |
| Total | | | \$.82 |

Last page